

Volunteer News....

Recognizing the Efforts of VA Volunteers in Upstate New York

Team Up With Us



Local Veterans Attend National Golden Age Games

Fred Creutz at the 2010 National Golden Age Games

- **Your opinion matters! Tell us what you think about the volunteer newsletter.**
- **Partnering to Provide Patient Centered Care**
- **National Salute to Veteran Patients Week Wrap Up**

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Web Site

www.visn2.va.gov/vet/volunteer.asp

The VAVS newsletter has been created for all volunteers and potential volunteers of VA Health Care Upstate New York. This publication is meant to showcase the wonderful work all of our volunteers contribute to VA. Produced by VISN 2 Public Affairs. Printed by Veterans in the Pre-Vocational Apprenticeship Program, Bath VAMC.

We Want to Hear from You!

If you have any comments, questions, story ideas, etc. contact:
VISN 2 Public Affairs
VA at Clinton Crossings
919 Westfall Road,
Building B, Suite 115
Rochester, NY 14618
(585) 463-2663
Heather.Schrader@va.gov

Partnering with Our Volunteers to Provide Patient Centered Care



As a Veteran, I have personally experienced exceptional and compassionate medical care.

This firsthand knowledge makes me very sensitive to the treatment and comfort Veterans receive from both our health care staff and volunteers.

In my new role, I have the opportunity to visit our VA medical centers and outpatient clinics in Upstate New York and observe our staff and volunteers in action. I am very proud of the dedication and graciousness in which care and comfort are given to improve the overall quality of life for our patients.

As the interim network director, I am leading some key initiatives this year to improve the health care delivery to our Veterans. These initiatives, along with your volunteer time and donations will enhance our efforts in patient centered care:

- Veteran transportation to and from VA medical appointments similar to a bus line with scheduled times and routes
- Telehealth services, which make it possible for patients to have access to high-quality specialty care (medical and behavioral health) in their own home or at the closest VA medical facility
- My HealthVet (**www.myhealth.va.gov**), which allows patients to send a secure message about their health to their VA health care team, becoming a part of the patient's primary care appointment

I look forward to our continuing partnership in serving America's Veterans.

Sincerely,

David J. West, **FACHE**
Interim Network Director

Your Opinion Matters!

Please take a few minutes to let us know what you think about the Volunteer Newsletter

As a result of the information provided in the newsletter, I am motivated to do more.

Strongly agree Agree Disagree Strongly disagree No opinion

As a result of the information provided in the newsletter, I have contacted my local VA volunteer office for a specific reason, purpose, position, event, donation, etc.

Strongly agree Agree Disagree Strongly disagree No opinion

I was able to find the type(s) of information I need in the newsletter.

Strongly agree Agree Disagree Strongly disagree No opinion

The information is clear and understandable

Strongly agree Agree Disagree Strongly disagree No opinion

I find the articles helpful and interesting

Strongly agree Agree Disagree Strongly disagree No opinion

My overall opinion of the newsletter is:

Very positive Positive Negative Very negative No opinion

I would recommend volunteering at VA.

Strongly agree Agree Disagree Strongly disagree No opinion

VA provides high-quality care to Veterans.

Strongly agree Agree Disagree Strongly disagree No opinion

What is your reaction to the new logo and newsletter design for VA Health Care Upstate New York?

It is an improvement over the former design and logo

Neutral

Not as good as the former design and logo

I was not aware that there had been a change

Tell us a bit about yourself:

Male Female

Age

Under 30 30-45 45-60 60-79 80+

How long have you been a VA volunteer?

Less than 1 year 1-5 years 5-10 years More than 10 years

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Approximately, how many hours have you volunteered at VA in the last month?

- I have not volunteered in the past month
- 1-12 Hours
- 13-30 Hours
- More than 30 hours

What type of volunteering do you do for VA? (check all that apply)

- One-on-one with patients
- Special events
- Clerical/office
- Other _____

Where do you volunteer? Check all that apply

- Albany VA Medical Center
- Bath VA Medical Center
- Canandaigua VA Medical Center
- Syracuse VA Medical Center
- Western New York VA Medical Center (Buffalo or Batavia)
- Outpatient Clinic (please indicate which location) _____

If you could suggest one thing that would make your volunteer experience at VA better, what would it be?

Are you a veteran?

- Yes No

If you are a veteran, do you receive health care from VA?

- Yes No

Other Comments

Completed surveys can be dropped off at your local Volunteer Office or mailed to:

**VA Outpatient Clinic at Clinton Crossings
919 Westfall Road, Building B, Suite 115
Attn: VISN 2 Public Affairs
Rochester, NY 14618**

Local Veterans Attend National Golden Age Games

Physical activity and friendly competition engage the mind as well as the body. Now in its 25th year, the National Golden Age Games bring many of the events and activities available at VA medical centers to the competitive sports arena – helping to keep the aging Veteran population active. This year, 700 Veterans will compete in one of the most progressive and adaptive rehabilitative senior sports programs in the world in Honolulu, Hawaii, May 26-31.

VA Health Care Upstate New York has a number of patients and staff attending the Games.

Team Albany includes: **Norm Morey** (who will be accompanied by his wife Vicky), **Walt Brewer**, **Dave Nichols** (first time participant) and **Fred Creutz**. They will also be accompanied by Albany VA employees: **Michele Ferrauilo**, Adaptive Sports/National Games Coordinator and **Mary Nell Schmitz**, Recreation Therapist.

Team Canandaigua consists of Veterans: **Robert Baker**, **Embrose Dugas**, **Richard Goldych**, **Richard Lococo**, **Daniel Molloy**, **Jim McDermott**, **Francis “Frank” Sanko**, **Clint Stevens** (and his wife Fran); accompanied by Canandaigua VA Medical Center Recreation Therapy Assistant **Lucy Olson**; Physical Therapy Assistant **Cheryl Haberly**; and Social Services Assistant **Tina Notebaert**.

The Syracuse VA Medical Center will be represented by **John Hoatling**. **Bob Hawes**, Syracuse Voluntary Service Manager will also be attending the Games. He will be assisting with the management of the event and the coordination of volunteers for VA Central Office.

VA Western New York Health-care System is hoping this year’s team of: **Alan Abrams**, **Richard “Corky” Ahl**, **Duane Anchor**, **Robert “Bobbie” Darch**, and **Robert “Bob” Lillis** maintain the long tradition of bringing home multiple medals from the Games. They will be accompanied by **Kenneth Darch**, Recreation Therapist.

The Golden Age Games are open to Veterans age 55 or older who receive health care at a VA medical facility. Presented by the Department of Veterans Affairs (VA), Veterans Canteen Service (VCS), Help Hospitalized Veterans, as well as financial assistance from corporate sponsors and individual donors the Games include events like: swimming, cycling, golf, shot-put, discus, 10-meter air rifle, table tennis, dominoes, shuffleboard, horseshoes, nine-ball, bowling, checkers and croquet. Each event has seven age categories for participation, and Veterans with visual impairments and those who use wheelchairs for mobility may compete in the visually impaired or wheelchair divisions. Since 2004, the Golden Age Games have been a qualifier for the National Senior Games, a member of the U.S. Olympic Committee. Through this partnership, gold, silver and bronze medalists in certain events have the opportunity to compete further, among America’s elite senior athletes.

Canandaigua sponsored the Golden Age Games in August 1999 at Hobart and William Smith Colleges in Geneva. That year, the Games consisted of 450 Veterans and 715 volunteers. Those volunteers accumulated 23,077 volunteer hours during the five-day event.



2011 VA Western New York Healthcare System Golden Age Games participant Alan Abrams (center) receives a gold medal from the officials at the 2007 Golden Age Games in Texas.



Walter Brewer (2011 Albany participant) playing croquet during the 2010 Golden Age Games.



A Veteran participates in the 1999 Golden Age Games in Geneva.

► Albany

Award Ceremony

The Annual Four Chaplains Brotherhood Award Ceremony, hosted by the Jewish War Veterans Post 105 was held at the Albany VA Medical Center in February. A reception was held to honor this year's recipient, John J. McKenna III. John was instrumental in the creation of the John J. McKenna IV Military Courtesy Room at the Albany International Airport in memory of his son who was killed while serving in Iraq. The courtesy room provides military personnel waiting for flights a place to relax, watch television, use e-mail, and have a snack.



John McKenna III (right) receives the Four Chaplains Brotherhood Award from Richard Goldenberg, Jewish War Veterans Post 105.

Donations

Thanks to the generosity of our Veteran organizations, fraternal organization and volunteers, we have been able to purchase:

- A treatment table for Physical Therapy
- Two blanket warmers for Oncology and Radiation Therapy
- Large screen televisions for the Audiology waiting room, Behavioral Health Recovery Center, and Hemodialysis Unit
- Bedsprads for the Community Living Center patient rooms

Thank you for your ongoing support and dedication.

Outreach Volunteers

Some of our volunteers were recently recognized at VA's Suicide Prevention Walk and Remembrance Ceremony for their help distributing materials at outreach events, colleges, etc. and providing clerical support for the Suicide Prevention Coordinator.



Suicide Prevention Coordinator, Joseph Hunter (left) and volunteer LaJuana Butler (right) use stones to symbolize memories of those who died by suicide.

Volunteers working with the Health Care for Homeless Veterans Program helped nearly 70 homeless Veterans get to shelters, housing programs, the medical center to enroll in VA Health Care, program services and clinic appointments this past quarter. This support substantially increased productivity for the Health Care for Homeless Veteran counselors.



Students from State University at Plattsburgh delivered personal comfort items and thank you cards to our hospitalized Veterans.

Calendar

Monday, May 30

Memorial Day Parade – 9:30 a.m.

Albany

Contact Voluntary Service if you are interested in joining the Albany VA Medical Center in the parade.

Memorial Day Ceremony – 2:30 p.m.

Saratoga VA National Cemetery

Friday, June 3

Cancer Survivors Day Ceremony – 10:00 a.m.

Saturday, June 11

Volunteer Recognition Ceremony & Picnic – 11:00 a.m.

Polish American Citizens Club

Friday, July 1

4th of July Picnic for Adult Day Health Care and Community Living Center

Hosted by Recreation Service

Sunday, July 3

4th of July Breakfast for Inpatients

Sponsored by the State Capital Region Elks

Monday, July 4

4th of July Gift Distribution and Patient Visitation

Volunteer Opportunities

- Companion: become a one-on-one companion to a resident in our Community Living Center
- DAV Transportation Drivers (early-morning, mid-morning, and afternoon)

Wish List

- Pre-paid minutes (cards) for TracFone cell phones
- Cans of coffee (regular)
- Electric razors
- 10 portable CD players with radio and power cord (no detachable speakers)
- Funds for:
 - GPF 1346 – Renovations (to create a more home-like environment) for the Community Living Center (Hospice/Nursing Home)
 - GPF 1337 – NuStep TRS4000 recumbent cross trainer

► Bath

National Salute to Veteran Patients Week Wrap Up

More than 250 Veteran patients at the Bath VA Medical Center, their friends and family enjoyed a variety of activities during National Salute to Veteran Patients Week in February.

On Valentine's Day patients enjoyed cupcakes delivered by: the Mayor of Corning, **Richard Negri**; **Tim Decker**, Corning Painted Post Athletic Director; **Father Lew Brown** from All Saint's Parish; **Maryann Mineo** from the Corning Red Hatters; and **Ed Mancini**, Project Coordinator.

David Menz and the American Legion Riders, various American Legions from across New York State, and many corporate sponsors provided the funds to bring the United Services Organization's (USO) Liberty Bells to perform for the Bath VA Medical Center patients.

Chemung Canal Trust Company and the Simons-Rockwell Family of Dealerships with the help of Pembroke Pines Media provided support to bring nationally recognized Elvis tribute artist, **Chris MacDonald** to "rock" the auditorium for our Veteran patients. Elvis even distributed Hawaiian leis, scarves and teddy bears to the attendees.

The Ithaca College Football team enjoyed refreshments, playing pool, bowling and other activities with the Domiciliary Veterans during National Salute Week.

We would like to thank all of the organizations, schools, individuals and staff for contributing, visiting, and volunteering to help make this year's National Salute events a success. Over 3,851 Valentines were delivered throughout the week to our Veterans.



"Elvis" gives a lucky attendee a silk scarf.



Mary Ann Mineo from the Corning Red Hatters delivers a Valentine to a Veteran.



The USO Liberty Bells pose with WWII Veteran and Purple Heart recipient, John Williams. "Uncle Jack" as he is affectionately known at the Bath VA, now resides in our Community Living Center.



The USO Liberty Bells performed songs from the WWII era.

Volunteer Opportunities

- Mealtime Assistants
- Drivers
- Information Desk
- Church Escorts
- Assist with Special Events

Wish List

- Deodorant
- Body wash
- Toothpaste
- Toothbrushes
- Lotion
- Powder
- Combs/brushes
- Disposable razors
- Shaving cream
- Denture cleanser
- Denture adhesive
- Envelopes
- Stamps
- Pen/pencils
- Grocery or restaurant gift cards
- New undershirts
- Tickets to museums or sporting events
- DVDs
- Bread mixes
- Creamer/coffee

Calendar

May 15

Corning Brass Works Concert

May 21

**Mansfield Operation Enduring Freedom/
Operation Iraqi Freedom (OEF/OIF)
Motorcycle Visit**

May 30

Memorial Day Parade - 1:00 p.m.

June 11

American Legion Riders Motorcycle Run

July 9

Cattaraugus/Alleghany Chicken BBQ

July 30

**Benevolent and Protective Order of Elks
Pig Roast**

► Canandaigua

Donations



A donation of a stereo and speaker system for the KT Clinic, pictured (from left to right): Manly Hayes, Frank Sanko, Lynn Tewksbury, Earl Ardune, Mike Hartranft, Canandaigua VA employee, and volunteer Ron Edward.



The Veterans of Foreign Wars Auxiliary (VFWA) State President, Sharlene Allen (left) presented Canandaigua Associate Director, Peg Owens with a donation from the VFWA.



Dick Grube (left) presented Hank Riegel, Recreation Therapist Supervisor with a new wheelchair van for the Canandaigua VA Medical Center. The van was donated by the Veterans of Foreign Wars (VFW) Post 6200 of Ovid and Post 1323 of Seneca Falls and auxiliaries.

Volunteer Opportunities

Opportunities fill regularly. Please call Louise at (585) 393-7729 for more information.

- Various opportunities for the Veterans Family Day event on Saturday, June 11 (set up and clean up, decorations, children's activities, food, etc.)
- Escort (various shifts)
- Adult Day Health Care: Assist with activities/socialization, wheelchair escort, mealtime, etc.
- Mealtime Assistant
- Drivers (various shift and on call) Canandaigua and Rochester
- Hospice Compassionate Companion (as needed)
- Computer Lab (various shifts)
- Clerical (Monday-Friday, various shifts)
- Recreation Therapy (Monday-Friday, various shifts)
- Menu Helper
- Grounds Crew
Laundry (weekdays 7:00 a.m.-4:00 p.m., for 3 hour shifts or more)
- Supply: Assist with inventory, audits, filing, travel to clinics (with staff)
- Office Assistant (Rochester, Monday-Friday)

Airplane Club Shares Hobby with Veterans



The Canandaigua SkyCHIEFS radio controlled model airplane club hold their monthly meeting at the Canandaigua VA Medical Center. Veterans are invited to participate to get hands-on instruction flying model planes.

Canandaigua Wish List

- Deodorant
- Shampoo
- Shaving cream
- Body lotion
- Creamer
- Sugar and sugar substitute
- Baking items (vanilla, sugar, flour)
- Peanut butter
- English muffins
- Bowling/movie tickets
- Gift cards from Wal-Mart/Wegmans/Tops
- Prepaid phone cards
- Tickets to sporting events, zoo, etc.
- Paper products (plates, napkins)
- New socks, underwear, sweatshirts, sweatpants
- Postage stamps
- Cookie and bread mixes
- Prepaid gas cards

Monetary donations are always welcome. If you or your organization would like to make a donation to the account of your choice, please specify that you are in agreement that food and beverages may be purchased for our Veterans. This is in compliance with the new rules and regulations associated with the purchase of food.

*Reminder: All volunteers and organizations that serve food to Veterans need to have a copy of their food safety certificate and/or NYS license to serve food on file in Voluntary Service. Please mail yours to our office if you have not done so already.

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► Canandaigua

National Salute to Veteran Patients Week Activities



George Mann performed for Veterans.



Recreation Therapists Hank Pearson and Lucy Olson delivered donuts to Veterans.



Local students gather to deliver Valentines to Veterans.

Calendar

All events are held in the building 5 auditorium unless otherwise noted.

May 4

AVS Community Council Meeting – 1:00 p.m.

May 5*

Pie, Plant & Ice Cream Sale – 9:30 a.m. – 2:00 p.m.

May 9

Bee Keepers Association Meeting – 7:00 p.m.

May 15*

Lunch & Bingo - Noon

May 19*

**Dehond Dance School – 10:00 a.m.
Bingo – 7:00 p.m.**

May 24

Project Healing Waters Clinic – 7:00 p.m.

May 27

Memorial Day Observance – 2:00 p.m.
Sponsored by Masons and Chaplain Service

May 30

**Canandaigua Community Parade
Cake – 1:00 p.m.**
All Wards/Community Living Center

June 7*

Rhythm Workshop: Drum Circle – 2:00 p.m.

June 9*

**Canandaigua Middle School Jazz Band
Concert – 10:00 a.m.**

June 11

**Operation Enduring Freedom/Operation Iraqi Freedom/Operation New Dawn
Veterans & Family Day – 10:00 a.m. – 2:00 p.m.**
Courtyard

Flag Day Distribution/Retirement Ceremony – 10:00 a.m.

Sponsored by the Knights of Columbus,
Courtyard 1

June 13

Bee Keepers Association Meeting – 7:00 p.m.

June 25*

Strawberry Festival – Noon
Pavilion

June 26*

Veterans Picnic – Noon
Pavilion

July 4

Cake – 1:00 p.m.
All Wards/Community Living Center

July 11

Bee Keepers Association Meeting – 7:00 p.m.

July 12

Blood Drive – 7:30 a.m. – 1:00 p.m.

July 16*

Len Messina Trio – 11:00 a.m.
Pavilion

July 24*

Cookout and Ballgame – 11:00 a.m.
Pavilion

*Escorts Needed

Escorts are needed 45 minutes prior to the event. Without your assistance, many of the Veterans may not be able to participate.

**Catholic Mass is every Saturday at 3:00 p.m. and Sunday at 10:30 a.m. in building 5. Protestant Services are every Sunday at 8:30 a.m. Call (585) 393-7729 for more information.

► Syracuse

Thank You

As always, we would like to thank all of our Service Organizations, individuals and other groups that have taken the time to provide comfort and care to Veterans at the Syracuse VA Medical Center.

We received a number of Valentines from local schools, community groups and service organizations. Veterans' rooms and hallways were decorated with the colorful cards.

Veterans in need received clothing and comfort items thanks to the generosity of a number of donors. Patients were able to enjoy special breakfasts, luncheons, dinners, a Super Bowl Party and birthday parties, bingo, casino events, Wii games, friendly visits, crafts, books, magazines, coffee, calendars, and much more. Veterans enjoyed entertainment by chorale groups, children's choirs, youth all star bands, harp music, and magic shows.

Volunteer Opportunities

- Clerical (several): Filing, data entry, typing, customer service and Microsoft Office skills.
- Patient escort/transport: Positions always available. If you are a DAV driver with time in between driving, please consider helping.

Sons of the American Legion Host Walk to Benefit the Syracuse VA Medical Center

The Sons of the American Legion sponsored a walk entitled: "They Marched for Us, Let's Walk for Them" on Saturday, April 23 at Onondaga Lake Park. Special thanks to **Bob Cox** who helped coordinate what will become an annual event to benefit the Syracuse VA Medical Center.

Creative Arts Show

The Veterans Creative Arts Show/Competition was held in February at the Onondaga Community College Storer Auditorium. Thank you to the American Legion Auxiliary for sponsoring this event. Congratulations to the volunteers who showcased their artwork: **Reggie Adams, Michael North, Carolyn Cosentino, and Emil Rossi. Terry Mitchell** showcased his musical skills by playing the piano during the opening and closing of the show.



Emil Rossi poses with his painting titled, "Blue Feathers."

Wish List

- Prepaid phone cards
- Sweatpants (new)
- Tickets to plays, sporting events, etc.
- Gift cards (grocery stores, restaurants, etc.)
- Gently used books
- Magazines (no more than three months old)
- Personal care items (travel size deodorant, powder, toothbrushes, mouthwash, etc.)
- Funds for coffee service
- Hats, scarves and gloves
- Knit or crocheted items: mittens (contact voluntary service for sizing/directions), scarves (75 x 5"), lap robes (without fringe in the following sizes: 24 x 34", 27 x 36", 35 x 45", 36 x 36")

► Western NY

Volunteer Opportunities

- Adult Day Health Care: Assist Veterans and work with staff - Buffalo
- Clerical - Buffalo
- Coffee Cart: Daily based on vacancy - Buffalo
- Computer Assistant
 - Help Veterans with computer skills - Batavia
 - Create electronic documents - Buffalo
- Drivers (DAV and parking lot shuttle) - Batavia and Buffalo
- Emergency Room - Buffalo
- Women's Wellness Clinic - Buffalo
- Greeters - Buffalo
- Mailroom - Buffalo
- Patient/Ward Visitation(s) - Batavia and Buffalo
- Patient Escort/Transport - Batavia and Buffalo
- Physical Therapy - Buffalo
- Reminder Phone Calls - Buffalo
- Recreational Aide: Assist with/organize activities for patients - Batavia and Buffalo
- Volunteer Office - Buffalo

Western NY Calendar

May 18

VAVS Quarterly Meeting – 1:30 p.m.
Batavia: Building 4, Auditorium

May 30

Memorial Day Observance(s)

8:30 a.m. – Batavia: Building 3,

Flag Pole Area

10:00 a.m. Parade – Main Street, Batavia

2:00 p.m. - Buffalo: Freedom Hall

June 29

American Red Cross Blood Drive –

1:30 p.m.

Buffalo: Freedom Hall

July 20

VAVS Quarterly Meeting – 1:30 p.m.

Buffalo: Freedom Hall

► Western New York

Erie County Farm Bureau Donates Proceeds from Annual Fundraiser



For the sixth consecutive year, the Erie County Farm Bureau donated proceeds from their annual "Food Check Out" week to VA Western New York Healthcare System (VAWNYHS). Pictured (left to right): Melissa Krul, VAWNYHS Operation Enduring Freedom/Operation Iraqi Freedom/Operation New Dawn (OEF/OIF/OND) program; Sharon Panasiewicz, VAWNYHS OEF/OIF/OND program; Jack Oles, Erie County Farm Bureau; Royce Calhoun, VAWNYHS Assistant Director accepting a \$500 check from Brian Zilke, President, Erie County Farm Bureau; Hans Mobias, Erie County Farm Bureau; Jacob Anderson, VAWNYHS Homeless program; and Tim Bigham, Erie County Farm Bureau.

Women's Wellness Program Receives Donation from AMVETS



Jill Lamantia, VA Western New York Healthcare System Women's Wellness Program Manager (center) accepts a donation of 40 'new babies' gift bags from AMVETS Post #45 and Auxiliary members.

Creative Arts Festival



American Legion Auxiliary (ALA), Department of New York past president, Viola Brosart (center) presents a \$500 check to VA Western New York Healthcare System (VAWNYHS) Creative Arts Therapist Ralph Sirianni (left) and VAWNYHS Medical Center Director, William F. Feeley (right) during the local Creative Arts Festival open house. This annual event is supported by many ALA units throughout the greater Buffalo and Erie County

WNY Wish List

- Art Therapy supplies – Buffalo
- Bus tokens (Niagara Frontier Transportation Authority) - Buffalo
- DVDs – Buffalo
- Phone cards – Batavia & Buffalo
- Stamps/stationary - Buffalo
- Birthday cards – Batavia & Buffalo
- Treadmill(s) – Buffalo
- Comping coupons – Batavia & Buffalo
- Comfort items – Buffalo
- Gift cards (grocery store, Target, Wal-Mart, etc.) – Batavia & Buffalo
- Snack packs – Batavia & Buffalo
- Bread mixes – Batavia & Buffalo
- New clothing for men and women (please call for sizes) – Batavia & Buffalo: sweatpants, sweatshirts, t-shirts, socks, undergarments
- Homeless Veterans Program: Contact Jacob Anderson for details at (716) 881-5855. Items to consider: socks, undergarments, seasonal clothing, personal care items, small/basic appliances for apartments
- Funding for:
 - Patient activities – Batavia & Buffalo
 - Newspaper and magazine subscriptions – Batavia & Buffalo
 - Travel for patients in need – Buffalo
 - DAV Volunteer Transportation Program – Batavia & Buffalo
 - Send donation directly to DAV Department of New York
 - Magazines (no more than three months old)

Please note: we can no longer accept:

- Puzzles
- VHS tapes
- Hardcover books
- Used clothing

Before purchasing any item, please contact Voluntary Service to make sure that the item has not already been purchased.

VA Health Care Upstate New York
 VISN 2 Public Affairs
 VA at Clinton Crossings
 919 Westfall Rd., Bldg. B, Suite 115
 Rochester, NY 14618

OFFICIAL BUSINESS

FIRST CLASS
 U.S. POSTAGE
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 Bath, NY 14810

RETURN SERVICE REQUESTED

Reaching us
 is easy

Our Locations



VA Medical Centers

Albany
 113 Holland Avenue
 Albany, NY 12208
 (518) 626-5000

Batavia
 222 Richmond Avenue
 Batavia, NY 14020
 (585) 297-1000

Bath
 76 Veterans Avenue
 Bath, NY 14810
 (607) 664-4000

Buffalo
 3495 Bailey Avenue
 Buffalo, NY 14215
 (716) 834-9200

Canandaigua
 400 Fort Hill Avenue
 Canandaigua, NY 14424
 (585) 394-2000
 (800) 204-9917

Syracuse
 800 Irving Avenue
 Syracuse, NY 13210
 (315) 425-4400

Community-Based
 Outpatient Clinics

Auburn
 Auburn Memorial Hospital
 17 Lansing St.
 Auburn, NY 13021
 (315) 255-7002

Bainbridge
 109 North Main Street
 Bainbridge, NY 13733
 (607) 967-8590

Binghamton
 425 Robinson Street
 Binghamton, NY 13901
 (607) 772-9100

Catskill
 Greene Medical Bldg.
 159 Jefferson Heights
 Catskill, NY 12414
 (518) 943-7515

Clifton Park
 1673 Route 9
 Clifton Park, NY 12065
 (518) 626-5205

**Coudersport Satellite
 Clinic of Wellsville**
 24 Maple View Lane, Suite 2
 Coudersport, PA 16915
 (814) 260-9342

Dunkirk
 Valor Health Center
 166 East 4th Street
 Dunkirk, NY 14048
 (800) 310-5001

Elizabethtown
 7426 NYS Rte. 9N
 Westport, NY 12993
 (518) 626-5236

Elmira
 Health Services Building
 200 Madison Avenue
 Suite 2E
 Elmira, NY 14901
 (877) 845-3247 ext. 44640

Fonda
 Camp Mohawk Plaza
 2623 State Highway 30A
 Fonda, NY 12068
 (518) 853-1247

Glens Falls
 84 Broad Street
 Glens Falls, NY 12801
 (518) 798-6066

Jamestown
 608 West 3rd Street
 Jamestown, NY 14701
 (716) 338-1511

Kingston
 63 Hurley Avenue
 Kingston, NY 12401
 (845) 331-8322

Lackawanna
 Our Lady of Victory
 Family Care Center
 227 Ridge Road
 Lackawanna, NY 14218
 (716) 822-5944

**Springville Satellite
 Clinic of Lackawanna**
 27 Franklin Street
 Springville, NY 14141
 (716) 592-7400

Lockport
 5883 Snyder Drive
 Lockport, NY 14094
 (716) 438-3890

Malone
 3372 St. Rt. 11, Main Street
 Malone, NY 12953
 (518) 483-1529

**Mansfield Satellite
 Clinic of Elmira**
 63 Third Street
 Suite 104
 Mansfield, PA 16901
 (570) 662-0507

Massena
 1 Hospital Drive
 Massena, NY 13662
 (315) 769-4253

Niagara Falls
 2201 Pine Avenue
 Niagara Falls, NY 14301
 (716) 862-8580

Olean
 465 North Union Street
 Olean, NY 14760
 (716) 373-7709

Oswego
 437 State Route 104E
 Oswego, NY 13126
 (315) 207-0120

Plattsburgh
 80 Sharron Avenue
 Plattsburgh, NY 12901
 (518) 561-6247

Rochester
 465 Westfall Road
 Rochester, NY 14620
 (585) 463-2600

Rome
 Griffiss Park
 125 Brookley Road,
 Building 510
 Rome, NY 13441
 (315) 334-7100

Schenectady
 1322 Gerling St.
 Sheridan Plaza
 Schenectady, NY 12308
 (518) 346-3334

Tompkins/Cortland County
 1451 Dryden Road
 Freeville, NY 13068
 (607) 347-4101

Troy
 295 River Street
 Troy, NY 12180
 (518) 274-7707

Warsaw
 Wyoming County
 Community Hospital
 400 N. Main Street
 Warsaw, NY 14569
 (585) 786-2233

Watertown
 19472 U.S. Route 11
 Watertown, NY 13601
 (315) 221-7026

Wellsville
 3458 Riverside Drive,
 Route 19
 Wellsville, NY 14895
 (877) 845-3247 (Bath)

Vet Centers

Albany Vet Center
 17 Computer Drive West
 Albany, NY 12205
 (518) 626-5130

Binghamton Vet Center
 53 Chenango Street
 Binghamton, NY 13901
 (607) 722-2393

Buffalo Vet Center
 2372 Sweet Home Road,
 Suite 1
 Buffalo, NY 14228
 (716) 862-7350

Rochester Vet Center
 2000 South Winton Road
 Building 5, Suite 201
 Rochester, NY 14618
 (585) 232-5040

Syracuse Vet Center
 716 East Washington Street,
 Suite 101
 Syracuse, NY 13210
 (315) 478-7127

Watertown Vet Center
 210 Court Street, Suite 20
 Watertown, NY 13601
 (315) 782-5479



- For enrollment information, call **1-888-823-9656**
- For information on eligibility, VA health care, benefits, enrollment or questions on your billing statement
- For medical care and clinic appointments, call your local primary care doctor or your local VA Medical Center.
- For Reliable Health Information on the Web, visit www.myhealth.va.gov